

STATE LIBRARY OF MASSACHUSETTS

ANNUAL REPORT

FOR

FISCAL YEAR 1988

JULY 1987 - JUNE 1988



Annual Report of the Board of Trustees

To the Governor and to the Honorable Senate and House of Representatives in  
General Court assembled:

The Trustees of the State Library make this their seventy-eighth annual report for  
the fiscal year ending June 30, 1988, under provisions of Chapter 5, Section 37, of the  
General Laws (Tercentenary Edition).

Trustees of the State Library  
July 1, 1987-June 30, 1988

By Virtue of State Office Held:

William M. Bulger

President of the Senate

Designee: John Cronin

George Keverian

Speaker of the House of  
Representatives

Designee: Representative Marie J. Parente

Michael Joseph Connolly

The State Secretary

Designee: Dr. Albert H. Whitaker, Jr.

Appointed by the Governor:

Date of Appointment

Frances Burke

January 14, 1982

87 Ardale Street, Roslindale, MA 02131

E. William Johnson

November 30, 1981

John F. Kennedy Library, Boston, MA 02125

I. Albert Matkov

October 12, 1983

23 Douglas Road, Belmont, MA 02178

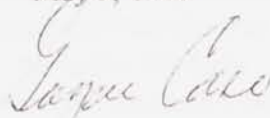
Robert H. McClain, Jr.

May 3, 1988

9 Walnut Street, Boston, MA 02108

E. William Johnson

Chairperson

  
Gasper Caso

State Librarian



## ANNUAL REPORT OF THE STATE LIBRARIAN

July 1, 1987 - June 30, 1988

Fiscal year 1988 began on an optimistic note with the Library's budget appropriation seeing a \$50,000 increase over last year's budget. With this money, four library assistants were hired, and the Library was able to purchase an automated serials control system, a telefax machine and three additional personal computers for staff use. The Library also acquired its first CD-ROM database, Infotrak's Magazine Index Plus and continued to increase its holdings and access to a variety of online databases for the use of state employees. The Library also welcomed a new trustee to its board. Robert H. McClain, Jr. was appointed to the Board in May, 1988. Mr. McClain is Undersecretary in the Executive Office for Administration and Finance and a frequent and enthusiastic library user. His many years of experience in state government will be a valuable asset for the Library.

Hired in December 1987 as Library Assistants (Grade 10) with shared duties in Reference and Technical Services were Gwen Perry and Dorothy Sneed. Also hired during this year as Library Assistants in the Reference Department were Carol Davis and Naomi Allen. Tina Dong was hired in July 1987 as Public Services Librarian in the Reference Department. This year also saw several resignations; Alfred Godfrey resigned from the Technical Services Department in January 1988, and Lucille Rosa, Head Cataloger, and Russell Nile, Cataloger, resigned in February 1988. The Documents Librarian, Jennifer Nason, resigned in June 1988.

The Library received several significant additions to its collection during the year. Senator John Parker presented the papers which documented his 35-year career in public service to the Library during a ceremony held during National Library Week in April. The Library was also designated by House Speaker George Keverian as the official depository for the videotapes of the proceedings of the House of Representatives; the tapes will be kept and used in the Special Collections Department. A large collection of material was received from Ruth Nelson; the collection documents her long career with various special commissions and committees of state government. The Library was also able to purchase a microfilm set of the Massachusetts Sanborn fire insurance maps, thus increasing access to that valuable collection. With funds from the United States Newspaper Program the Library's Zimmer Index to newspaper articles was filmed under the auspices of the Boston Public Library. This index, compiled through the years by Library staff, provides access to articles in Boston and other Massachusetts newspapers from the mid 1870's through the 1930's. Existing on small, handwritten cards, the index has been vulnerable to damage and wear; its production on microfiche will serve as a means of preserving it, as well as allowing wider access among users. The Boston Public Library also accepted transfer of many of the State Library's early 20th century bound newspapers, providing in return microfilm of some of the more important titles in the collection. This transfer also gives the Library some much-needed shelf space. We were disappointed to learn that the proposed microfilming project with Congressional Information Service, in which the Library's collection of state documents was to be filmed, would not be going forward.





Outreach to the Library's users continued to be an important activity. The Library's newsletter, Megasource, was produced several times during the year. It was joined by a newsletter from the Legislative Reference Department, the Leaders' Guide, produced monthly. Tours and seminars for legislative and executive staff were also organized throughout the year. The Legislative Reference Librarian was the author of an article on "How to Do Legislative History in Massachusetts" for an issue of Law Librarians of New England. The Library also contributed material to an exhibit held in October 1987 to mark the voyage of Christopher Columbus.

A library survey was conducted during May 1988 to gather information about who the actual users are and what kinds of materials and services they are seeking when they come to the Library. Both users who visited the Library in person and those who telephoned were asked a series of basic questions; it is hoped that the results of the survey will help us better to plan our collection and our services. The first year of the Employee Performance Review System was completed in 1988, with evaluations accurately and thoughtfully written. The Library's task force on flextime established guidelines and answered questions on this newly established state policy for the workplace.

Several changes occurred in the Library's physical plant during this year. In October 1987 the Library learned that it would lose the room which had served as the Special Collections Reading Room; the space was taken for use by an office within the Executive Office for Administration and Finance. On the positive side, the alarm system for the Library's Vault was upgraded and modernized, and asbestos was removed from the pipes within the Vault.

We are particularly proud to have had Ann Marie Matchett, Library Technician in the Cataloging Department selected this year as one of the winners of the Manuel Carballo Governor's Award for Excellence in Public Service. Each year ten people are chosen to receive this award, which is the state's highest honor for Executive Department employees who personify excellence in public service. Ms. Matchett was honored for her meticulous work and for her competence and professionalism. She assumed additional responsibilities during this difficult year of staff shortages in the Technical Services Department, while at the same time completing a cataloging project for the Special Collections Department which provided access for the first time to a group of valuable plans of the State House.

The year ended amid uncertainty about finances for the coming year as the state was faced with the prospect of projected lower revenues in 1989. The recommendation for the Library's budget had been reduced by 5% despite its stated need for additional revenue to prepare for the renovation to its space and for the loss of some of its shelf and work space. Several staff members could not be replaced because of these funding problems. Agency objectives for Fiscal Year 1989 involved establishing priorities for the library and setting realistic goals by temporary reassignment of staff duties to reflect the currently established staffing levels.





## Special Collections

In fiscal year 1988, the Special Collections Department was moved to a new reading room and had some of its work space remodeled, entered the computer age and acquired several interesting new collections which will enhance the Library's Massachusetts history and documents collections.

A collection of 45 framed photo collages of members of Massachusetts legislative committees were donated by the staff of the State House Project Office. Materials were collected throughout the year which document the commemoration in Massachusetts of the Bicentennial of the United States Constitution. Also received were a collection of negatives of aerial views of various Massachusetts communities. Ruth Nelson, who served as executive secretary to many legislative special commissions, donated her collection of papers and records documenting more than 30 years of her work with these organizations. In April, 1988, Senator John Parker, who served in the Senate for 35 years, announced his forthcoming retirement and his plan to donate his papers to the Library. The Department was also able to purchase a set of the Sanborn Fire Insurance maps for Massachusetts on microfilm, delighting many of the users of these maps. Also purchased were sets of the Historic American Building Survey and the National Register of Historic Places for Massachusetts. The set of Massachusetts public documents on microfiche, produced by Harvard Law Library, was also purchased. This year also marked the beginning of the Library's program of making available tapes of the proceedings of the House of Representatives for viewing in the Special Collections Department.

De-selection of some of the Library's materials also formed part of the activity in the Department. A large collection of proclamations from other states, gathered through the years as part of the Library's exchange program, was de-accessioned; the proclamations were sent as gifts to the various state libraries or historical societies in their states of origin. After years of planning and some delay, the majority of the Library's post-1850 bound newspapers were transferred to the Boston Public Library. This provided some much-needed flat storage space and removed volumes which were physically very hard to deal with and preserve.

In April, 1988, the Senior Paper Conservator at the Northeast Document Conservation Center spent a day at the Library, surveying the Audubon prints and preparing a report with her recommendations for the treatment needed to restore them. The report will be used as a basis for seeking funding for the work. The Special Collections staff contributed information about approximately 140 newspaper titles held by the Library to the United States Newspaper Project. Coordinated by the Boston Public Library, this project will lead to a database of newspaper holdings in all Massachusetts libraries. Special Collections staff also prepared an exhibit of library materials for the Roads to Liberty exhibit. Commemorating the Bicentennial of the Constitution, this exhibit toured the state in July, 1987. The exhibit was used again at the State House, both in September and as part of the program, "Ratification '88: The Great Debate," held in February, 1988.

We were surprised and distressed to learn in October 1987 that the Library would lose the room which had served as the Department's Reading Room; the space



was taken for use by an office within the Executive Office for Administration and Finance. In preparation for this, rearrangement of the remaining space in the department was undertaken to form a new Reading Room, conservation area and office area for staff members. This work was not completed until February, 1988 and involved all of the disruption, noise and dust found in even the smallest such project; the Department, however, remained open throughout all of the work. Staff and users alike deserve thanks for their patience and fortitude.

In July, 1987, asbestos was removed from the pipe coverings in the Library's Vault and some pipes were re-insulated with fiberglass to prevent the formation of condensation. The alarm system for the vaults was updated in September, 1987. The Department received its first personal computer in August 1987, leading to an enormous improvement in the ease with which finding aids and reports can be produced.

In the year ahead, the Department's staff will be processing and making available the materials received during this fiscal year. We look forward to increasing efficiency as we incorporate the use of the computer into our regular activities. Most of all we will strive to present and preserve the Library's rich collection of historical materials in the most appropriate manner for research use.





## Technical Services

Workflow and communication within the Department continued to be improved during this fiscal year, with documentation compiled for a number of policies and procedures. Planning for the automation of serials check-in formed an important part of the work of the staff, resulting in the purchase of computer equipment for a serials control system and a local area network. Three additional microcomputers were added for other applications. The Department was particularly honored to have one of its members, Ann Marie Matchett, selected as a winner of the Manuel Carballo award. Ms. Matchett's hard work and professionalism are much appreciated by library users and her colleagues throughout the Library.

Understaffing in the Department, always a problem, worsened during the year because of the departure of a number of both full and part-time staff members. Several persons could not be replaced due to funding problems. The remaining staff did an excellent job of keeping work flowing through the department. The first year of the employee evaluation system went smoothly, with criteria for job performance being set and job descriptions written or modified to reflect actual tasks performed by employees. The process continued to strengthen the organization of the department and the job performance and satisfaction of the staff.

Funding was received during this year to acquire an automated serials control system; after much investigation of possible systems, the Faxon Microlinx system was selected. A database will be built for the Library by the Faxon Company from the approximately 5,000 records of State Library holdings in the Boston Library Consortium Union List of Serials. It was also decided to install a small Novel network so that the serials database could be searched from the various public service desks in the Library.

The Library acquired its first CD-ROM database, Infotrak's Magazine Index Plus. Planning went forward to acquire additional databases early in fiscal year 1989, including the Autographics Government Documents Catalog, Wilson Index to Legal Periodicals and Bowker Books in Print Plus. The Library also began to subscribe to the Vutext database service, which provides online access to a number of newspapers, including the Boston Globe.

There were discussions during the year with the Social Law Library about the possibility of the State Library joining with that library in using its automated system. However, because of the differences in the needs of the two libraries and the retrospective conversion needs of the State Library's collection, it was decided that cooperation between the two libraries was not appropriate at this time. Communication about this issue will be maintained and possible cooperation reevaluated at a later date.

Staffing in the Department proved to be very difficult during this year. The cataloging section lost almost 50% of the full-time cataloging staff and staff shortages continued to be a problem in the serials section as well. Library assistants were hired during the year in both cataloging and serials but the level of clerical help remained below that needed for the work of the department. Priorities were set for cataloging



the various types of materials received by the Library, with the state documents received in 1988 being given a high priority. Because of the number of documents received, however, it was not possible to keep abreast of this cataloging, and a backlog of state documents developed. In the serials section new policies were also developed for processing Massachusetts state publications. New letters for claiming missing issues of serials were developed and sent. During the year approximately 1,000 claim letters were sent to commercial publishers, with 600 responses received. All state publications which were not current were also claimed; the resulting information allowed many of the Library's records for these publications to be corrected or closed.

A small amount of material was sent for binding during the year, with concentration on items from the Massachusetts state document collection. The Library's exchange program with other states continued to be active, with 1500 documents mailed to exchange libraries during the year. Methods of acquiring both monographs and serials were evaluated, with changes in each system resulting in a smoother workflow and less duplication of effort. Both the Technical Services work area and the Periodical Reference area were rearranged to make room for the various pieces of computer equipment which were added during the year. Space for staff and for expansion of parts of the collection continued to be a problem for the Department.

The Technical Services staff continued to represent the Library at conferences and professional meetings. Among those attended were the national conference of the American Society of Information Science, held in Boston, the annual conference of the American Library Association, and the national Serials Cataloging Institute sponsored by the American Library Association. Several staff members also attended training courses given by the Bureau of Human Resource Development.

As fiscal year 1989 begins, the staff of the Department will continue to try to keep their work flowing smoothly despite staff vacancies. They will also begin to implement the automated serials control process, with the various changes which this will require.







## Statistical Report

### Use Statistics

Number of information/reference requests, all departments	45,530
Number of materials used	19,403
Number of materials circulated	3,515
Database searches performed	118

### Interlibrary loan

Materials loaned by State Library	269
Photocopied pages supplied by State Library	4,620
Materials borrowed by State Library	150

### Technical Services/Cataloging

Number of items cataloged	1,575
Total number of serial items checked in	9,606

### Library Collections

Volumes added during year	3,988
Volumes withdrawn during year	521
Total of increase to collection	3,467
Number of monographs purchased	934
Number of federal documents received	6,056
Number of state documents received	2,070

### Conservation of Library Materials

Number of items receiving in-house treatment	819
Total number of materials in Library as of June 30, 1988 (All formats)	1,118,804





